

# Innovative Service Development Grant Program Fiscal Year 2021-2022

Application Guidance and  
Workshop

March 11, 2021



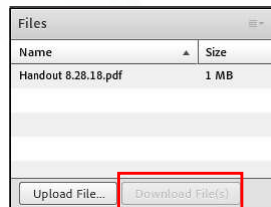
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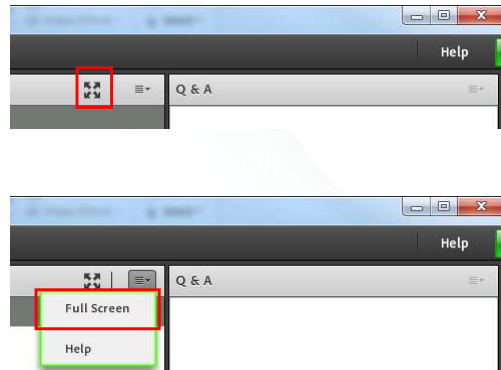


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## Full Screen Mode



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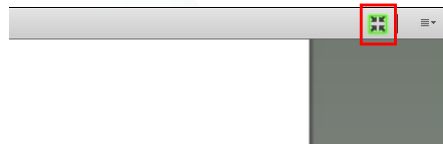


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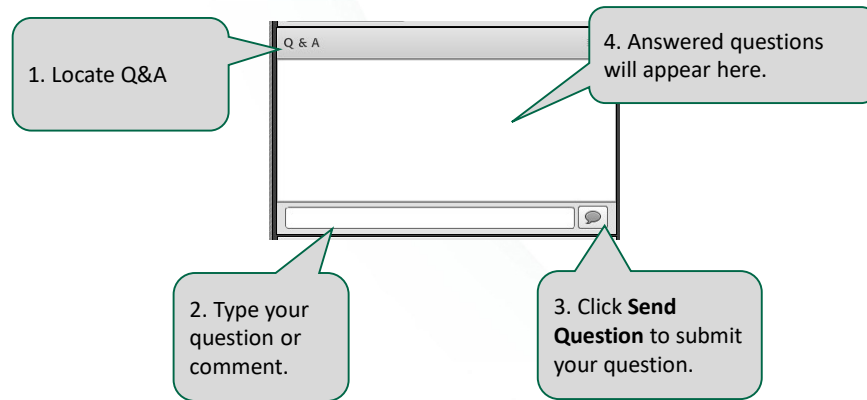
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## Ask Questions: Q&A Manager



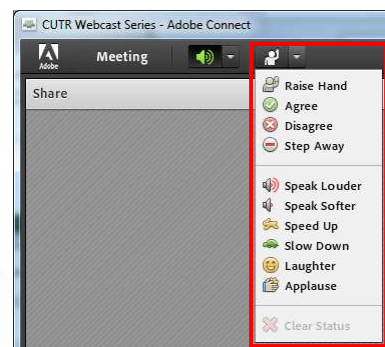
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## Feedback

- Use the feedback button to tell us you are experiencing problems.
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## Webinar Objectives



PROMOTE AWARENESS OF  
ISD GRANT PROGRAM



PROVIDE GRANT  
APPLICATION GUIDANCE



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## Topics Covered Today



INTRODUCTION TO GRANT  
PROGRAM



CORE PRINCIPLES OF ISD  
GRANT PROGRAM



OVERVIEW OF  
APPLICATION AND REVIEW  
PROCESS



GRANT ADMINISTRATIVE  
REQUIREMENTS



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## Innovative Service Development Grant Program

- 2019 Florida Legislature created Multi-Use Corridors of Regional Economic Significance (M-CORES) program (s. 338.2278, F.S.)
- The bill included \$10 million in recurring funding to the Transportation Disadvantaged Trust Fund.
- The funding is intended to support competitive grant projects that provide “cost-effective, door-to-door, on-demand and scheduled transportation” to the TD population.



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## ISD - Technical Assistance - CUTR

- Provide Direction to CTD to Improve ISD Program
  - Improve Proposals
- Develop training to assist applicants
- Updating Grant Application, Grant Manual



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## Eligible Applicants

Community Transportation Coordinator (CTC) as defined in Section 427.011, F.S.

Transportation Network Company (TNC) as defined in Section 627.748, F.S.



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## MCORES Legislative Objectives



Increase access to/from job training, employment, health care, and other life-sustaining activities



Enhance regional connectivity and cross-county mobility; or,



Reduce the difficulty in connecting to/from a transportation hub



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## Survey

- Have you applied for the ISD grant previously?
  - Y/N
- Are you a current recipient of ISD grant?
  - Y/N
- Have you attended CTD's previous training?
  - Y/N



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## MCORES Legislative Objectives



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## ISD Grant Program: Core Principles

*The Commission seeks proposals for pilot projects that will test innovative ideas in service design to enhance an eligible rider's mobility.*

- Pilot projects
- Innovative ideas
- Enhance mobility



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## Pilot Projects

- Goals:
  - Identify and test promising mobility access solutions
  - Provide a knowledge resource so that successful projects can be replicated in other communities
- Specific reporting requirements (more on this later)
  - What were the project outcomes?
  - Challenges and barriers?
  - Lessons learned?
- Funded projects may be showcased in statewide and national reports/forums



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## What does it mean to be innovative?

- Most often, innovation is a change to something already established, by introducing methods, ideas, or products that add value.
- For the ISD Grant Program, innovation is “Doing something in a new OR improved way to enhance an eligible rider’s mobility.”
- OK to use ideas that have been implemented elsewhere; the key is to introduce something that is new or improved *to the local community*.



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## What does it mean to be innovative?

- ISD grants cannot be used to fund services that are already provided or to supplant or replicate existing operations
- ISD grants can be used to fund
  - Entirely new service options
  - Modify or expand existing operations
- The goal is to enhance mobility



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## Enhance Mobility

- Projects that enhance mobility:
  - Fill a gap,
  - Reach a new market, or
  - Otherwise improve service quality
- Focus on the customer experience



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## Customer Experience



Service Coverage



Increase Access to the Community



Reduce Lead Time



Span of Service



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## Survey

- Are there ideas that you have identified?
- What has been the primary obstacle to applying?
  1. Monetary cost associated with new service
  2. Risk associated with new service (public perception)
  3. Lack of staffing and resources to implement

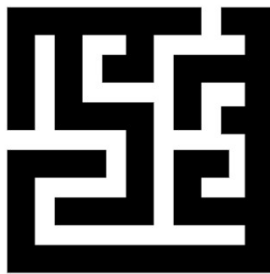


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## Application Review Process

- Project Evaluation Criteria
- Review and Selection



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## Project Evaluation Criteria



EVIDENCE OF NEED



PROJECT DESCRIPTION



PROJECT INNOVATION



DEMONSTRATION OF  
PROPOSED OUTCOMES



COLLABORATION AND  
PARTNERSHIP



OTHER REQUIRED  
APPLICATION  
ELEMENTS



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## Evidence of Need



Service Gap or Limitation → Mobility Access Challenge

Scale of Problem

Population(s) Impacted



Supporting Documentation/Information



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## Evidence of Need – Service Gap or Limitation



- Describe how an existing gap or limitation creates a mobility access challenge, and the scale of the challenge
  - Access to employment: weekend or late-night shifts
  - Urgent or unexpected trips: long scheduling lead-time
- Indicate if a segment of the TD population is disproportionately impacted by the challenge
  - Veterans discharged from VA hospitals
  - Dialysis customers can visit dialysis centers before/after work



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## Evidence of Need – Supporting Documentation



- **IF** there is a TDSP, or other planning document or supporting information
  - Reference specific text and page numbers
  - Do NOT attach entire TDSP



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## Project Description

Project description must include:

- Details pertaining to specific project elements
- Explanation of how the project will be implemented
- Explanation of the process for determining eligibility



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## Project Description: Specific Project Elements



Service area and type(s) of service



Estimated number trips and riders served



Potential or planned destinations



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## Project Description: Implementation



How existing/potential riders will be informed of the service



How services will be requested and provided



If the proposed project connects to/from a transportation hub, explain the coordination of schedules between the services and how the rider will transfer between the two systems.



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## Project Description: Eligibility Determination



Explain the process for ensuring riders are eligible to receive Transportation Disadvantaged services.

If not by the applicant, what organization will be determining that a rider is transportation disadvantaged, pursuant to Chapter 427, Florida Statutes



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## Project Innovation



Explain how the service will:

- Do something new OR improved that differs from services already being provided
- Enhance an eligible rider's mobility



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## Project Innovation: Enhancing Mobility

- Mobility enhancements may include:
  - Expanding coverage
  - Increasing days of service
  - Expanding service span (total hours per day)
  - Improving on-time performance
  - Targeting underserved segment
  - Connecting with new destinations or activities
  - Shortening time to reserve or request service



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## Demonstration of Proposed Outcomes

Demonstration of Proposed Outcomes must:

- Explain the project's intended outcomes, and how they will address at least one of the MCORES 3 objectives
- Show the ability to meet specific requirements relating to data and reporting



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## Demonstration of Proposed Outcomes: MCORES Objectives

Describe the proposed project's intended outcomes, and how they will address at least one of the following program objectives:



Increase access to job training, employment, healthcare, and other life-sustaining services



Enhance Regional Connectivity and Cross-County Mobility



Improve Connection to Transportation Hubs



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## Demonstration of Proposed Outcomes: Data & Reporting

- Recipients must produce a year-end report that highlights project outcomes, lessons learned, and how challenges and barriers were addressed.
- Therefore, applicants must show the ability to collect performance data to demonstrate actual vs. intended outcomes.
  - What are the specific performance data that will be collected and analyzed to demonstrate the project's actual vs. intended outcomes?
  - Has your agency has verified that the data are in fact available for collection?



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## Demonstration of Proposed Outcomes: Data & Reporting

Applicants must confirm the ability to submit:

- Performance data (including results from required customer satisfaction surveys) in the form of a mid-year progress report,
- The final year-end report



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## Bonus: Collaboration and Partnership

- If the proposed project is collaborative, describe:
  - Key project partners,
  - Their specific role in the project,
  - How the collaboration increases the likelihood of the project's long-term sustainability and success.
- Applicants may further strengthen their proposals by attaching letters of commitment, cooperative agreements, MOU, or other evidence of strong commitment from partners



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## Other Require Application Elements

- Project Budget, Funding, and Proposed Service Rates
- Project Timeline
  - Start date, implementation date
  - Major milestones (e.g., procurement, hiring)
- Project Personnel
  - Do NOT include individual resumes
- Local Match
  - Identify source of match
  - Specify when matching funds will be available



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## Project Budget, Funding, and Proposed Service Rates

- Budget Example/Template
  - Direct Costs
  - Contracted Services
- Trip and Mile Rates integrate all expenses



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## Allowable Expenditures

The Grant is intended to fund transportation services to eligible individuals

Rate structure should reflect the fully allocated costs to provide the proposed service.

Rate structure can include related expenditures needed to deliver the transportation service.



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## Final Elements

- Application Submission Process
- Grant Responsibilities
- Critical Dates



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## Application Submission Process

- One Proposal per Project (multiple submissions are allowable)
- Multi-year projects (up to 3 years)
- Indicate the application type

Application Type

☐ New ISD Project

☐ Renewal of Previously Funded ISD Project

- Proposals emailed to [FLCTDGrantApps@dot.state.fl.us](mailto:FLCTDGrantApps@dot.state.fl.us) by 11:59 p.m. E.D.T.



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## Proposal Components

- 1. Innovative Service Development Grant Application
- 2. Project Scope, following the instructions outlined in this manual
- 3. Proposed Project Expense Budget



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## Grant Administration - Responsibilities

- Monthly Invoicing –Direct expense
- Mid-year Report
- Final Annual Report



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## Critical Dates

Project Timetable	
March 19, 2021	Submission of Written Questions to CTD
March 26, 2021	Posting of Questions and Answered on CTD webpage
May 3, 2021	Applications due to the Commission for the Transportation Disadvantaged
Week of May 18, 2021	Review Subcommittee Meeting
Week of May 31, 2021	Commission Meeting
July 1, 2021	Earliest date grant agreements can be effective
June 30, 2022	All grant agreements will terminate



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# Thank you

Questions

[FLCTDGrantApps@dot.state.fl.us](mailto:FLCTDGrantApps@dot.state.fl.us)



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